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STATE OF TENNESSEE  
DEPARTMENT OF FINANCE AND ADMINISTRATION  
DIVISION OF HEALTH CARE FINANCE AND ADMINISTRATION  
**COVER TENNESSEE PROGRAMS**  
310 GREAT CIRCLE ROAD, 2 WEST  
NASHVILLE, TENNESSEE 37243

DATE

Dear CoverKids Member:

**Starting October 1, 2013, you will have a new provider network.**

**On October 1, 2013, CoverKids members will move from the current BlueCross BlueShield of Tennessee (BCBST) Provider Network S to the TennCareSelect Provider Network.** Your new provider network will supply your medical health care, as well as your behavioral health, including drug and alcohol treatment. BlueCross and TennCareSelect networks share many of the same health care providers. If your doctor also takes TennCareSelect, you do not have to change doctors.

**Important: This change will not move you into the TennCare Medicaid program. You will remain in the CoverKids program.**

**Before October 1, 2013:**

You may keep using the same doctors, clinics, and other facilities where you get care. You will be in Network S until then.

**Starting October 1, 2013:**

You **must** receive care from doctors and other health care providers that participate in the TennCareSelect provider network. Don't wait until the last minute to check on this with your providers. Talk to them now. **Ask your medical and behavioral health providers if they are in the TennCareSelect network.** If they say yes, you don't have to change doctors.

**If your health care providers say they are not in the TennCareSelect network, you must find new providers that are in-network.**

**How do you find new health care providers that are in-network?** Provider lists are updated daily. The most up-to-date list is available 24/7 through the website, bcbst.com.

- Go to **bcbst.com**.
- Locate **Find a Doctor** on the right side of the opening page. Click on **Begin Your Search**.
- Click on **Doctor/Medical Professional**.
- Under **What do you want to do**, choose **Find a provider by specialty (in my network)**.
- Under **Specialty**, go to Family Medicine / Primary Care and choose the type of doctor you want your child to see. For a behavioral health doctor, go to **Behavioral / Mental Health**.

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**Have questions? Need help with this letter? Call us.**  
**1-888-325-8386 (TDD/TTY 1-866-591-2908)**  
**We're here to help you Monday through Friday, 8 am. To 6 p.m., ET.**

- Enter your **City and State** or **Zip code**. Select **how many miles** you would be willing to travel to find the kind of provider you need.
- Under ID Prefix, click the box that says **I don't have my ID prefix**.
  - Note: It's important that you not enter your current ID prefix. If you do, you will only see doctors in your network today. It will not show your new network providers.
- Under **Or a network**, click on the drop down box and select **TennCareSelect**.
- Select **Get Results**. You will receive a list of TennCareSelect providers in your area. You may click on each doctor to see the phone number, office hours and if he or she is accepting new patients.

If you don't have Internet access, you can call Member Services for help finding a provider at 1-888-325-8386, toll free, from 8 a.m. to 6 p.m. EST, Monday through Friday.

**What if you are in the middle of getting care for a medical or behavioral health problem on October 1, 2013, and your provider is not in the new network?** You can keep getting that care from the same doctor or other health care provider until you can safely change to one that participated in your new provider network OR until the care is over (BUT no more than 90 days after October 1).

**Will my CoverKids benefits change?** You will keep the same benefits you currently have with CoverKids.

**In September, you will receive a new CoverKids Identification Card.**

- **Keep using your old card through September 30, 2013**
- **On October 1, 2013, start using the new card that shows your new provider network.**

**Do you have questions? Do you need help with this letter?** Is it because you have a health, mental health, or learning impairment or a disability? **OR**, do you need help in another language? If so, you have a right to get help, and we can help you. Call **1-888-325-8386** for free.

You will receive more information from us and our Administrator, BlueCross BlueShield of Tennessee, concerning your network change.

Sincerely,

CoverKids

Do you need help in these languages: العربية (Arabic); Bosanski (Bosnian);  
 كوردی - بادینانی (Kurdish-Badinani); کوردی - سورانی (Kurdish- Sorani);  
 Soomaali (Somali); Español (Spanish); Người Việt (Vietnamese)?

CoverKids language and member services are free at 1-888-325-8386, Monday-Friday, 8 a.m. to 6 p.m. ET. For TDD/ TTY help call 1-866-591-2908. Federal and State laws protect your rights. They do not allow anyone to be treated in a different way because of: race, language, sex, age, color, birthplace, or disability. Need help? Call the Office of Non-Discrimination Compliance for free at 1-855-286-9085 or TTY: (877) 779-3103.

The TennCareSelect Provider Network is administered by BlueCare Tennessee.

BlueCross BlueShield of Tennessee and BlueCare Tennessee, Independent Licensees of BlueCross BlueShield Association

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Dear HealthyTNBabies Member:

**Starting October 1, 2013, you will have a new provider network.**

**On October 1, 2013, HealthyTNBabies members will move from the current BlueCross BlueShield of Tennessee (BCBST) Provider Network S to the TennCareSelect Provider Network.** Your new provider network will supply all of your health care needs related to your pregnancy. BlueCross and TennCareSelect networks share many of the same health care providers. If your doctor also takes TennCareSelect, you do not have to change doctors.

**Important: This change will not move you into the TennCare Medicaid program. You will remain in the HealthyTNBabies program.**

Take the following steps to ensure you have coverage during your pregnancy:

- 1) Ask your current provider if they are in the TennCareSelect Provider Network. If they are, then you can stay with your current provider throughout your pregnancy.
- 2) If your current provider is not in the TennCareSelect Provider Network, your next action depends on your stage of pregnancy on October 1, 2013:
  - If you will be **less than three months** pregnant on October 1, 2013, you will have to pick a **new doctor** who is in your new provider network.
  - If you will be **more than three months** pregnant on October 1, 2013, you can keep the **same doctor** while you're pregnant and for 6 weeks after.

**How do you find new health care providers that are in-network?**

Provider lists are updated daily. The most up-to-date list is available 24/7 through the website, bcbst.com.

- Go to **bcbst.com**.
- Locate **Find a Doctor** on the right side of the opening page. Click on **Begin Your Search**.
- Click on **Doctor/Medical Professional**.
- Under **What do you want to do**, choose **Find a provider by specialty (in my network)**.
- Under **Specialty**, go to **Obstetrics and Gynecology** and choose the type of doctor you want to see.

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- Under ID Prefix, click the box that says **I don't have my ID prefix**.
  - Note: It's important that you not enter your current ID prefix. If you do, you will only see doctors in your network today. It will not show your new network providers.
- Under **Or a network**, click on the drop down box and select **TennCareSelect**.
- Select **Get Results**. You will receive a list of TennCareSelect providers in your area. You may click on each doctor to see the phone number, office hours and if he or she is taking new patients.

If you don't have Internet access, you can call Member Services for help finding a provider at 1-888-325-8386, toll free, 8 a.m. to 6 p.m. EST, Monday through Friday.

### **Will my HealthyTNBabies benefits change?**

You will keep the same benefits you currently have with HealthyTNBabies.

### **In September, you will receive a new HealthyTNBabies Identification Card.**

- **Keep using your old card through September 30, 2013**
- **On October 1, 2013, start using the new card that shows your new provider network.**

**Do you have questions? Do you need help with this letter?** Is it because you have a health, mental health, or learning impairment or a disability? **OR**, do you need help in another language? If so, you have a right to get help, and we can help you. Call **1-888-325-8386** for free.

You will receive more information from us and our Administrator, BlueCross BlueShield of Tennessee, concerning your network change.

Sincerely,

**HealthyTNBabies**

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